



Vynco Christchurch  
vyncoadmin@vynco.co.nz  
388 Tuam Street  
Christchurch

Vynco Auckland  
vyncoadmin@vynco.co.nz  
58 Walls Road  
Auckland

# Returned Goods Policy

If you would like to return any goods due to excess requirements or faulty items please follow the steps below.

<b>STEP 1</b>	Complete a Vynco Authorisation for Credit (ACR) form and email to <a href="mailto:vyncoadmin@vynco.co.nz">vyncoadmin@vynco.co.nz</a>
<b>STEP 2</b>	Vynco will assess your applications and email the ACR back with an authorisation number within 48 hours
<b>STEP 3</b>	When you receive the authorized ACR form back please return the goods within 5 working days to either: <b>Vynco Industries, Auckland</b> <b>58 Walls Road</b> <b>Penrose</b> <b>Auckland</b> <b>OR</b> <b>Vynco Industries, Christchurch</b> <b>388 Tuam Street</b> <b>Phillipstown</b> <b>Christchurch</b>

**PLEASE NOTE: The ACR form is an authorisation for return and not an agreement to credit**

- ✿ All products returned must be; in a sellable condition and in original packaging, in the current catalogue, acceptance is subject to inspection.
- ✿ Vynco will accept for return:
  - ✿ Any product supplied incorrectly
  - ✿ Any non-standard product, due to design error, faulty manufacture, damaged in transit or where Vynco is at fault or otherwise responsible
  - ✿ All claims to be made within 30 days or original dispatch
  - ✿ Vynco reserve the right to apply a restocking fee
  - ✿ Indent product (and manufactured product) will not be accepted for return